

## ABSTRACT OF THE DISCLOSURE

An interactive system for managing and remotely monitoring and effecting the connection status of a customer utility load network is disclosed. Preferred embodiments of the interactive system are utilized for customer loads that correspond to the distribution of electrical energy. The interactive system is preferably provided through a web-based application that offers a plurality of selectable services to a user. Security information is preferably required for a user to gain access to the system. Services provided may comprise a read service for providing metered customer utility data, a usage and/or demand notification service for alarming a user when utility usage and/or demand exceeds a defined threshold amount, and/or a connection service for setting a utility load as either connected or disconnected. A control system is preferably provided in conjunction with the web-based application to interface the application to other components involved in the interactive system. Such a control system preferably comprises at least a system controller for managing all nodes in the utility network and a database system for storing meter data and other system-related information. A wireless communications network is established for relaying information from the system controller and web-based utility application to any utility meters or other components linked to the system.